

APPENDIX A: ANNOTATED QUESTIONNAIRE

This appendix includes detailed information on all screening questions, the questions for which data have been collected from respondents using Form A and Form B, demographic questions asked of all respondents, and questions asked of respondents who received answering machine messages from the interviewer.

SCREENING QUESTIONS

S1. Hello, my name is [INTERVIEWER'S FULL NAME]. I am calling on behalf of the U.S. Department of Transportation. We are conducting a brief survey to make sure the nation's transportation system meets the needs of your community. We would like to include the opinion of a member of your household who is 18 or older.

May I please speak to a household member who is 18 years or older?

- 1 SPEAKER IS 18 OR OLDER → GO TO S3
- 2 WILL CALL A PERSON 18 OR OLDER TO THE PHONE → GO TO S2
- 3 NO PERSON 18 OR OLDER HOME NOW → GO TO CALL BACK
- 4 NO PERSONS 18 OR OLDER IN THE HOUSEHOLD → GO TO INELIGIBLE SCREEN
- 5 PROBABLE MENTAL IMPAIRMENT → GO TO PROB
- 6 LANGUAGE BARRIER / HEARING IMPAIRMENT → GO TO LANG
- 7 HOUSEHOLD REFUSAL → GO TO [REF@NOTE1](#) and REF_EXIT@AN1
- 8 NOT A RESIDENCE → GO TO INELIGIBLE SCREEN
- 9 WANTS MORE INFORMATION → GO TO INFORMATION SCREEN
- 0 WANTS TO BE CALLED BACK LATER

S2. Hello, my name is [INTERVIEWER'S FULL NAME]. I am calling on behalf of the U.S. Department of Transportation. We are conducting a brief survey to make sure the nation's transportation system meets the needs of your community. We would like to include the opinion of a member of your household who is 18 or older.

- 1 WANTS MORE INFORMATION → GO TO INFORMATION SCREEN
- 2 HIT ENTER TO CONTINUE
- 0 WANTS TO BE CALLED BACK LATER

S3. Before we continue, my computer will select a member of your household who is 18 years or older to complete the interview. Please tell me the initials or first name of each person 18 or older, starting with the oldest person first. Do not include anyone away at school or in a nursing home or hospital. [IF ASKED: We are not including people in jails or prisons. Also, by household members I mean all persons who think of your house or apartment as their primary residence, that is, where they keep their belongings and receive their phone calls.]

- 1 SPEAKER IS ONLY PERSON 18 OR OLDER → GO TO S6
- 2 NO ONE 18 OR OLDER IN THE HOUSEHOLD → GO TO INELIGIBLE SCREEN
- 3 MORE THAN ONE PERSON 18 OR OLDER
- 0 WANTS TO BE CALLED BACK LATER
- R REFUSAL

S4. The computer has selected [NAME OR INITIALS] as the survey participant. May I please speak to [FILL]?

- 1 SPEAKER IS SELECTED RESPONDENT → GO TO S6
- 2 WILL CALL SELECTED RESPONDENT TO THE PHONE → GO TO S5
- 3 SELECTED RESPONDENT NOT HOME AT THIS TIME → GO TO CALLBACK
- 4 PROBABLE MENTAL IMPAIRMENT → PROB
- 5 LANGUAGE BARRIER / HEARING IMPAIRMENT → LANG
- 6 INSTITUTIONALIZED → GO TO INELIGIBLE SCREEN
- R REFUSED → GO TO REFUSAL SCREEN

S5. Hello, my name is [INTERVIEWER'S FULL NAME]. I am calling on behalf of the U.S. Department of Transportation. We are conducting a brief survey to make sure the nation's transportation system meets the needs of your community. We would like to include the opinion of a member of your household who is 18 or older.

- 1 WANTS MORE INFORMATION → GO TO INFORMATION SCREEN
- 2 HIT ENTER TO CONTINUE
- 0 WANTS TO BE CALLED BACK LATER

S6. The interview will take about 15 minutes, and all responses will be confidential. Let's begin the survey now.

- 1 YES → CONTINUE
- 2 NO, CAN'T PARTICIPATE NOW → GO TO CALLBACK
- R REFUSAL → GO TO REFUSAL SCREEN
- D DON'T KNOW → SUPERVISOR REVIEW

S7. During the past 12 months, have you used any of the following types of transportation?

	<u>YES</u>	<u>NO</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>
a. Public transportation such as a subway, bus or light rail/commuter rail	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
b. Automobile, sport utility vehicle, pickup truck, van, taxi or motorcycle	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
c. Bus (e.g., Greyhound).....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
d. Train (e.g., AMTRAK)	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
e. Plane	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
f. Ship or ferry	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
g. Riding a bicycle	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
h. Walking.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>

Form A: If R answers No to a,b,and c, go to Demographic questions.

Form B: If R answers No to a,b,and c, go to B8

INFORMATION SCREEN

The Department of Transportation has a contract with Mathematica, a policy research company in Washington, D.C., to conduct the survey.

Authority for the BTS 2000 Omnibus Survey

In accordance with the Privacy Act of 1974 (Public Law 93-579), this notice informs you of the purpose of the survey and how the findings will be used.

AUTHORITY: The 2000 Omnibus Survey is being conducted in response to the Government Performance and Results Act (CPRA) which recommends that agencies measure customer satisfaction with their performance on a regular basis.

PRINCIPAL PURPOSE: The Spring 2000 Omnibus survey is a continuation of surveys on customer satisfaction with the transportation system, with a particular focus on highway related satisfaction. This survey is intended to identify agency operations that need quality improvement, provide an early detection of problems, and focus on areas where changes in existing operations might improve the delivery of services. This survey will also serve as an information source for the DOT modal administrators that can be utilized to help them meet their strategic goals and respond to requests for information from public and private sources.

ROUTINE USES: The information obtained from this survey will be used by private, state government, and federal government agencies in planning improvements in the Nation's travel and transportation systems. Some findings may be presented in publications, journals or conferences.

DISCLOSURE: Providing information on this survey is voluntary, and there is no penalty if you choose not to respond. However, you are encouraged to participate to insure that the data collected is complete and accurate. Your survey instrument will be treated as confidential.

Respondents are not required to respond to any information collection unless it displays a valid approval number from the Office of Management and Budget (OMB). The OMB control number for this collection is 2139-0007 and it expires 08/31/2000.

REFUSAL SCREEN

- Household refusal (occurring before rostering household or selecting a respondent)
- Selected R refusal

Record reason for refusal:

NOTE: There is no variable in the data set associated with this screen. This CATI screen tracks refusal during the screening process (see for example S4 “R” or S6 “R”), and the outcome is recorded in the disposition records (see variable LST_CDSP in Appendix D).

INELIGIBLE SCREEN

NO ONE 18 OR OVER

INSTITUTIONALIZED

PRISON / JAIL

NOT A HOUSEHOLD:

BUSINESS

GOVERNMENT OFFICE

HOSPITAL/NURSING HOME/LONG TERM CARE FACILITY

ROOMING HOUSE

MILITARY BARRACKS

DORMITORY WITH PHONE

NOTE: There is no variable in the data set associated with this screen. This CATI screen tracks the disposition of ineligible respondents during the screening process (see for example S3 “2” or S4 “6”), and the outcome is recorded in the disposition records (see variable LST_CDSP in Appendix D).

Survey Questions (Form A)

If any question I ask you does not apply to your situation or you don't know the answer, please let me know.

A1. In the past 12 months, have you have traveled on a major highway? [Probe: By major highways, I mean interstate highways; multi-lane highways such as expressways, freeways, or tollways; or major two-lane highways; or roads that have speed limits of 55 miles an hour or faster. By interstate highways, I mean limited-access highways that connect two or more states and have route numbers printed on a blue shield.]

- ₁ YES
- ₀ NO → GO TO A17
- _D DON'T KNOW → GO TO A17
- _R REFUSED → GO TO A17

A2. Were you primarily a driver, a passenger, or both?

- ₁ DRIVER
- ₂ PASSENGER
- ₃ BOTH
- _D DON'T KNOW
- _R REFUSED

A3. On which type of major highway do you travel the most miles? Would you say...

- ₁ INTERSTATE [Probe: limited-access highways that connect two or more states and have route numbers printed on a blue shield.]
- ₂ MULTI-LANE HIGHWAYS [Probe: expressways, freeways, tollroads]
- ₃ MAJOR TWO-LANE HIGHWAYS
- _D DON'T KNOW
- _R REFUSED

A4. Overall, how satisfied are you with the major highways you use most often? Are you (READ LIST)?

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- D DON'T KNOW
- R REFUSED
- N NOT APPLICABLE

A5. Do you use major highways for [INSERT a – e]?

	<u>YES</u>	<u>NO</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>	<u>NOT APPLICABLE</u>
a. Commuting (traveling) to or from work or school?	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Work or business travel besides commuting to or from work or school?	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Shopping and errands?	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. Travelling to or from recreational and social activities?	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
e. Any other reasons than ones mentioned?	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>

**A6. [IF A5a AND A5b = NO, DON'T KNOW, REFUSED, OR NOT APPLICABLE, GO TO A7.]
Do you usually commute (travel) to or from work or school by.....[READ LIST AND CODE ALL THAT APPLY]**

- 1 Driving a private vehicle [PROBE: car, motorcycle, SUV, van, pick-up truck]
- 2 Traveling as a passenger in a private vehicle [PROBE: car, motorcycle, SUV, van, pick-up truck]
- 3 Using public transportation [PROBE: bus, train, subway, trolley, ferry boat]
- 4 Walking
- 5 Bicycling
- 6 Another form of transportation
- D DON'T KNOW
- R REFUSED

A value of N = No more codes

A value of -2 is a nonresponse for this "code all that apply" question.

Now, lets discuss your satisfaction with specific characteristics of the major highways travel.

A7. Thinking about SAFETY, in general, how satisfied are you with (INSERT a-h)? Would you say (INSERT CATEGORIES).

	<u>VERY</u> <u>SATISFIED</u>	<u>SATISFIED</u>	<u>NEITHER</u> <u>SATISFIED</u> <u>NOR</u> <u>DISSATISFIED</u>	<u>DISSATISFIED</u>	<u>VERY</u> <u>DISSATISFIED</u>	<u>DON'T</u> <u>KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. Roadway lighting	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Shoulder width, [Probe: a break-down lane or berm].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Safety barriers [Probe: guardrails, concrete or jersey barriers, crash cushions].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. Lane width.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
e. Hazard warning signs [Probe: yellow signs indicating sharp curves, lane ends, narrow bridges].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
f. Pavement markings [Probe: lines separating lanes or indicating passing zones].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
g. Pavement being skid resistant in wet weather conditions.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
h. The availability of emergency road information [Probe: call boxes, radio advisory stations, and emergency cell phone number signs].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>

A8. Thinking about TRAFFIC FLOW, how satisfied are you with (INSERT a-g)? Would you say (INSERT CATEGORIES)?

	<u>VERY SATISFIED</u>	<u>SATISFIED</u>	NEITHER SATISFIED NOR <u>DISSATISFIED</u>	<u>DISSATISFIED</u>	<u>VERY DISSATISFIED</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. The overall level of congestion.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Congestion around toll booths	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Congestion due to accidents and accident clean-up.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. High occupancy vehicle (HOV) or carpool lanes	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
e. Your ability to predict or judge travel time	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
f. The availability of information about traffic delays on the TV, radio, or internet, or roadway message signs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
g. Traffic signal timing	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>

A9. Thinking about PAVEMENT CONDITIONS, how satisfied are you with (INSERT a-d)? Would you say (INSERT CATEGORIES)?

	<u>VERY SATISFIED</u>	<u>SATISFIED</u>	NEITHER SATISFIED NOR <u>DISSATISFIED</u>	<u>DISSATISFIED</u>	<u>VERY DISSATISFIED</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. Smoothness of the ride.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Surface appearance [Probe: absence of surface defects like patches, rutting and ripples in the pavement].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Durability [Probe: doesn't require frequent repairs].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. Quiet ride [Probe: absence of tire noise caused by pavement].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>

A10. Thinking about BRIDGE CONDITIONS, how satisfied are you with (INSERT a-c)? Would you say (READ CATEGORIES)?

	<u>VERY</u> <u>SATISFIED</u>	<u>SATISFIED</u>	NEITHER SATISFIED NOR <u>DISSATISFIED</u>	<u>DISSATISFIED</u>	<u>VERY</u> <u>DISSATISFIED</u>	<u>DON'T</u> <u>KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. Smoothness of the ride?.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Visual appearance?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Durability? [Probe: doesn't require frequent repairs].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>

A11. Thinking about VISUAL APPEAL, how satisfied are you with (INSERT a-f)? Would you say (INSERT CATEGORIES)?

	<u>VERY</u> <u>SATISFIED</u>	<u>SATISFIED</u>	NEITHER SATISFIED NOR <u>DISSATISFIED</u>	<u>DISSATISFIED</u>	<u>VERY</u> <u>DISSATISFIED</u>	<u>DON'T</u> <u>KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. Outdoor advertisements and billboards.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Amount of litter or trash.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Appearance of sound barriers [Probe: Walls alongside highways to block sound from residential areas]	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. Landscaping.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
e. Design of rest areas	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
f. Compatibility with the natural environment [Probe: highway blends well with natural surroundings].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>

A12. Thinking about MAINTENANCE RESPONSE TIME, how satisfied are you with the time it takes for (INSERT a-e)? Would you say (INSERT CATEGORIES)?

	<u>VERY</u> <u>SATISFIED</u>	<u>SATISFIED</u>	<u>NEITHER</u> <u>SATISFIED</u> <u>NOR</u> <u>DISSATISFIED</u>	<u>DISSATISFIED</u>	<u>VERY</u> <u>DISSSATISFIED</u>	<u>DON'T</u> <u>KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. Litter or trash removal.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Snow removal.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Pavement repairs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. Guardrail and barrier repairs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
e. Rest area cleaning	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>

A13. Thinking about TRAVEL AMENITIES, how satisfied are you with the (INSERT a-e)? Would you say (INSERT CATEGORIES)?

	<u>VERY</u> <u>SATISFIED</u>	<u>SATISFIED</u>	<u>NEITHER</u> <u>SATISFIED</u> <u>NOR</u> <u>DISSATISFIED</u>	<u>DISSATISFIED</u>	<u>VERY</u> <u>DISSSATISFIED</u>	<u>DON'T</u> <u>KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. Patrol for roadside assistance.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Signs for motorist services and attractions	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Signs for mileage and destinations.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. Number of rest areas or service plazas	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
e. Variety of rest areas or service plazas	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>

A14. Thinking about WORK ZONES, how satisfied are you with the (INSERT a-f)? Would you say (INSERT CATEGORIES)?

	<u>VERY</u> <u>SATISFIED</u>	<u>SATISFIED</u>	NEITHER SATISFIED NOR <u>DISSATISFIED</u>	<u>DISSATISFIED</u>	<u>VERY</u> <u>DISSATISFIED</u>	<u>DON'T</u> <u>KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. Orange signs indicating on-going construction?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Detour signs and directions?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. Safety features such as visibility, lane width, signs, and speed of traffic?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
e. Amount of traffic congestion in work zones?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
f. Amount of time you are delayed in work zones?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
g. Speed of road repair?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>

• Note, there is no A14 item c.

A15. Now I'll read a list of highway characteristics. Please tell me which ONE should receive the most attention and resources for improvement for the major highways you travel on? (READ LIST AND CODE ONE ONLY)

- 1 Safety
- 2 Traffic flow
- 3 Pavement conditions
- 4 Bridge conditions
- 5 Visual appeal
- 6 Maintenance response time
- 7 Travel amenities
- 10 Work zones
- D DON'T KNOW
- R REFUSED

A16. How satisfied are you with the way major highways (INSERT a-d)? Would you say (INSERT CATEGORIES)?

	<u>VERY</u> <u>SATISFIED</u>	<u>SATISFIED</u>	NEITHER SATISFIED NOR <u>DISSATISFIED</u>	<u>DISSATISFIED</u>	<u>VERY</u> <u>DISSATISFIED</u>	<u>DON'T</u> <u>KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. Connect to other interstates?....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Connect to airports?.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Connect to bus and subway systems?.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. Connect to passenger trains?....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>

A17. Now lets talk about roads and streets that are **not major highways. How satisfied are you with (INSERT a-b)? Would you say you are:**

	<u>VERY</u> <u>SATISFIED</u>	<u>SATISFIED</u>	NEITHER SATISFIED NOR <u>DISSATISFIED</u>	<u>DISSATISFIED</u>	<u>VERY</u> <u>DISSATISFIED</u>	<u>DON'T</u> <u>KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. Accessibility of roads and streets to major highways.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Amount of surface defects such as patches, rutting and ripples in the pavement.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>

Survey Questions (Form B)

If any question I ask you does not apply to your situation or you don't know the answer, please let me know.

B1_AN. During the past 12 months, approximately how many miles have you traveled altogether on any type of highway or road?

[Probe: Please give me your best estimate.]

₁ DID NOT TRAVEL ON ANY HIGHWAYS OR ROAD → GO TO B8

₂ _____# OF MILES PER YEAR

_D DON'T KNOW

_R REFUSED

B1_NUM. Where **B1_AN = 2**, the number of miles per year.

B2. Of the miles you've traveled in the past 12 months, would you say that most of your mileage was in urban or rural areas or both? [Probe: Urban areas include cities, towns, and suburbs. Rural areas include country or agricultural areas, and towns of less than 2,500 persons.]

₁ URBAN/SUBURBAN

₂ RURAL

₃ BOTH

_D DON'T KNOW

_R REFUSED

B3. During the past 12 months, approximately what percent of your travel miles did you spend traveling on major highways?
[Probe: By major highways, I mean interstate highways; multi-lane highways such as expressways, freeways, or tollways; or major two-lane highways; or roads that have speed limits of 55 miles an hour or faster. By interstate highways, I mean limited-access highways that connect two or more states and have route numbers printed on a blue shield.]

1 00 PERCENT OR NONE

2 01 – 20 PERCENT

3 21 – 40 PERCENT

4 41 – 60 PERCENT

5 61 – 80 PERCENT

6 81 – 100 PERCENT

D DON'T KNOW

R REFUSED

B4. The following questions focus on the overall congestion or the amount of traffic on ALL roads that you travel. Is the amount of traffic... READ RESPONSE CATEGORIES AND CODE ONE ONLY

1 A big problem for you

2 Somewhat of a problem

3 Not much of a problem

4 Not a problem at all

D DON'T KNOW

R REFUSED

B5. Did the amount of traffic on the roads you travel affect your decision about (INSERT a-d)?

	<u>YES</u>	<u>NO</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>
a. Where you live now.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
b. When you travel or which roads you use.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
c. Which hours you work.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>
d. Where you work.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>

B6. In the past month, how frequently have you taken a different route from your intended route based on information about congestion due to heavy traffic, an incident, construction, or adverse weather?

- 1 NEVER
- 2 ONCE
- 3 2 TO 4 TIMES
- 4 5 TO 7 TIMES
- 5 8 TIMES OR MORE
- D DON'T KNOW
- R REFUSED

B7. How many of the traffic lights are well-timed on the roads you travel?

- 1 All
- 2 Most
- 3 Some
- 4 None
- D DON'T KNOW
- R REFUSED
- N NOT APPLICABLE

B8. The next few questions ask about your experience with transportation in your community. In general, how much are you bothered by noise from cars, buses or other motor vehicles?

- ₁ A Great deal
- ₂ Some
- ₃ Little
- ₄ Not at all
- _D DON'T KNOW
- _R REFUSED

B9. In general, how much are you bothered by air pollution from cars, buses or other motor vehicles?

- ₁ A great deal
- ₂ Some
- ₃ Little
- ₄ Not at all
- _D DON'T KNOW
- _R REFUSED

B10. Based on your experience with the transportation system in your local community, would you choose to live in the same community again or in a different community with more transportation options? More options could include, for example, more public transportation choices, or more bicycle and pedestrian paths.

[Probe: The local community includes your immediate neighborhood (urban) or town (rural).]

- ₁ LIVE IN SAME COMMUNITY
- ₂ LIVE IN DIFFERENT COMMUNITY
- _D DON'T KNOW
- _R REFUSED

B11. How satisfied are you with the transportation system and the transportation options in your community?

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- D DON'T KNOW
- R REFUSED

B12. In choosing where to live, how important was (INSERT a-c) in getting to work, shopping, and recreation? Would you say (INSERT CATEGORIES)?

	<u>Very Important</u>	<u>Somewhat Important</u>	<u>Not at all Important</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. The ease of driving	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. The availability of good public transportation	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. The availability of bikeways and pedestrian paths and sidewalks	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>

**B13. Please listen to the following statements:
The transportation system, including roads, public transportation, bikeways, and sidewalks (INSERT a-d).
Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree.**

[Probe: Local community includes your immediate neighborhood (urban) or town (rural).]

	<u>STRONGLY AGREE</u>	<u>AGREE</u>	<u>NEITHER AGREE NOR DISAGREE</u>	<u>DISAGREE</u>	<u>STRONGLY DISAGREE</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>	<u>N/A</u>
a. Benefits my local community.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Helps make my local community a better place to live	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
c. Contributes to the economic well-being of my community.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
d. Contributes to the environmental well-being of my community	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>

B14. Here are some more statements. The transportation system would serve my local community better if (INSERT a-f). Do you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree.

		STRONGLY		NEITHER AGREE		STRONGLY		DON'T								
		<u>AGREE</u>	<u>AGREE</u>	NOR	<u>DISAGREE</u>	<u>DISAGREE</u>	<u>DISAGREE</u>	<u>KNOW</u>	<u>REFUSED</u>	<u>N/A</u>						
a. More highways are built	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	D	<input type="checkbox"/>	R	<input type="checkbox"/>	N	<input type="checkbox"/>
b. Existing highways were expanded.....	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	D	<input type="checkbox"/>	R	<input type="checkbox"/>	N	<input type="checkbox"/>
c. New public transportation services were offered.....	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	D	<input type="checkbox"/>	R	<input type="checkbox"/>	N	<input type="checkbox"/>
d. Existing public transportation services were expanded.....	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	D	<input type="checkbox"/>	R	<input type="checkbox"/>	N	<input type="checkbox"/>
e. New bikeways and sidewalks were built	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	D	<input type="checkbox"/>	R	<input type="checkbox"/>	N	<input type="checkbox"/>
f. Better quality traffic information were made available	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	D	<input type="checkbox"/>	R	<input type="checkbox"/>	N	<input type="checkbox"/>

B15. Overall, the transportation system meets the travel and safety needs of everyone in my local community. Would you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with that statement?

- 1 STRONGLY AGREE
- 2 AGREE
- 3 NEITHER AGREE NOR DISAGREE
- 04 DISAGREE
- 5 STRONGLY DISAGREE
- D DON'T KNOW
- R REFUSED

B16. Historically, the primary funding source for highway maintenance work has been motor fuel taxes. The current combined Federal and State motor fuel tax nationally averages about 38 cents per gallon of fuel. Do you think this current level of funding is too little, just about right, or more than enough to adequately maintain the highway system?

- 1 TOO LITTLE
- 2 JUST ABOUT RIGHT
- 3 MORE THAN ENOUGH
- D DON'T KNOW
- R REFUSED

B17. For each of the following funding sources, tell me if you think it should be used to provide more highway services and better maintenance of the current highway system.

	<u>YES</u>	<u>NO</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>	<u>HAVE NO OPINION</u>	<u>N/A</u>
a. Toll money.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	3 <input type="checkbox"/>	N <input type="checkbox"/>
b. Toll money based on peak periods	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	3 <input type="checkbox"/>	N <input type="checkbox"/>
c. General sales tax.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	3 <input type="checkbox"/>	N <input type="checkbox"/>
d. Income tax.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	3 <input type="checkbox"/>	N <input type="checkbox"/>
e. Vehicle registration money	1 <input type="checkbox"/>	0 <input type="checkbox"/>	D <input type="checkbox"/>	R <input type="checkbox"/>	3 <input type="checkbox"/>	N <input type="checkbox"/>

B18. In addition to the funding sources I've mentioned, are there any others that could be used to provide a higher level of highway service?

- 1 YES
- 0 NO
- D DON'T KNOW
- R REFUSED

B19. In the past year, have you contacted the Federal Highway Administration, State Department of Transportation, or local transportation agency?

- YES
- NO → GO TO B21
- DON'T KNOW → GO TO B21
- REFUSED → GO TO B21

B20. Were they helpful or responsive to your call?

- YES
- NO
- DON'T KNOW
- REFUSED

**B21. Now lets talk about bikeways, sidewalks, and trails.
How satisfied are you with (INSERT a-b)? Would you say (INSERT CATEGORIES)?**

	<u>STRONGLY AGREE</u>	<u>AGREE</u>	<u>NEITHER AGREE NOR DISAGREE</u>	<u>DISAGREE</u>	<u>STRONGLY DISAGREE</u>	<u>REFUSED</u>	<u>N/A</u>
a. Your ability to get to places using bikeways, sidewalks, and trails	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>
b. Amount of surface defects such as patches, rutting and ripples in the pavement.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	R <input type="checkbox"/>	N <input type="checkbox"/>

Demographic Section

D1. The final few questions are about you. Are you a licensed driver?

- 1 YES
- 0 NO
- D DON'T KNOW
- R REFUSED

**D2. When you are on highways and roads, do you primarily travel by (READ LIST)?
(CODE ONLY ONE RESPONSE)**

- 1 Car
- 2 Van
- 3 Sport Utility Vehicle
- 4 Truck
- 5 Recreational Vehicle
- 6 Bus
- 7 Motorcycle
- D DON'T KNOW
- R REFUSED

**D3. [IF A5a AND A5b = NO, DON'T KNOW OR REFUSED, GO TO D4.]
Do you drive a commercial truck or commercial van as part of your job?**

- 1 YES
- 0 NO
- D DON'T KNOW
- R REFUSED

D4. Please stop me when I reach the category that best describes your age. (READ LIST)

- 1 18 - 24
- 2 25 - 34
- 3 35 - 44
- 4 45 - 54
- 5 55 - 64
- 6 65 or older
- D DON'T KNOW
- R REFUSED

D5. I am required to ask if you are male or female.

- 1 MALE
- 2 FEMALE
- R REFUSED

D6. What is the last grade of school you completed? (CODE ONE ONLY)

- 1 8TH GRADE OR LESS
- 2 HIGH SCHOOL INCOMPLETE (GRADES 9, 10, 11)
- 3 HIGH SCHOOL COMPLETE (12TH GRADE)
- 4 SOME COLLEGE
- 5 COLLEGE GRADUATE
- 6 SOME GRADUATE SCHOOL
- 7 GRADUATE OR PROFESSIONAL DEGREE (M.S., M.D., J.D., Ph.D.)
- 8 TECHNICAL SCHOOL/PROFESSIONAL BUSINESS SCHOOL
- R REFUSED

D7. Did you ever serve in the U.S. Armed Forces?

- 1 YES
- 0 NO -> Goto D9
- D DON'T KNOW -> Goto D9
- R REFUSED -> Goto D9

D8. Are you still in the U.S. Armed Forces?

- 1 YES
- 0 NO
- D DON'T KNOW
- R REFUSED

D9a. Do you have any other telephone numbers in your household besides [fill phone number]?

IF YES: How many?

PROBE: We need this information so that households are correctly represented in our sample.

PROBE: How many additional phone numbers do you have?

- 0 0 -> Goto D10
- 1 1 TELEPHONE NUMBER
- 2 2 TELEPHONE NUMBERS
- 3 3 TELEPHONE NUMBERS
- 4 4 TELEPHONE NUMBERS
- R REFUSED

D9b. Is this (are these) other phone number (s) for...

- 1 HOME USE
- 2 BUSINESS AND HOME USE, OR
- 3 BUSINESS USE ONLY
- D DON'T KNOW
- R REFUSED

D10. Are you Hispanic or Latino? (This includes being of Spanish origin.)

- 1 Yes
- 0 No, not Spanish/ Hispanic/Latino
- R REFUSED

D11. What is your race? (CODE ALL THAT APPLY)

- 1 WHITE
- 2 BLACK OR AFRICAN-AMERICAN
- 3 AMERICAN INDIAN OR ALASKA NATIVE
- 4 ASIAN (E.G., ASIAN INDIAN, CHINESE, FILIPINO, JAPANESE, KOREAN, VIETNAMESE)
- 5 NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER (E.G., SAMOAN, GUAMANIAN, OR CHAMORRO)
- R REFUSED

A value of N = No more codes

A value of -2 is a nonresponse for this "code all that apply" question.

RESPONDENTS WHO RECEIVED ANSWERING MACHINE MESSAGES WILL BE ASKED:

MAD_1. Our records indicate that we left a message about this survey on your answering machine. Did you **hear the answering machine message?** Or did someone in your household **mention** the answering machine message to you?

- 1 HEARD MESSAGE
- 2 HH MEMBER MENTIONED MESSAGE
- 3 DID NOT HEAR IT [END SURVEY]
- 4 DON'T KNOW / DON'T RECALL HEARING IT [END SURVEY]
- R REFUSED

MAD_2. How much do you think the answering machine message affected your decision to participate in this survey? Would you say a great deal, some, not much, or not at all?

- 1 A GREAT DEAL
- 2 SOME
- 3 NOT MUCH
- 4 NOT AT ALL
- D DON'T KNOW
- R REFUSED

MAD_3. ASK ONLY IF MAD_1=1 **What do you recall about the message that affected your decision to participate?**
CODE ALL THAT APPLY

- 1 DEPARTMENT OF TRANSPORTATION
- 2 800 # / TOLL FREE LINE
- 3 INTERVIEWER NAME
- 4 SUPERVISOR NAME
- 5 INTERESTING TOPIC
- 6 FRIENDLY / PROFESSIONAL, TONE
- 7 OTHER [SPECIFY: _____] *
- D DON'T KNOW
- R REFUSED

*There is no separate variable for this.

This completes our survey. Thank you again for your time. Goodbye.

GENESYS CODEBOOK FILE

Count or percent variables represent the area code exchange combination corresponding to the respondent's telephone number. Person variables are based on total population and household variables are based on total number of households.

Variable	Variable label	Value
AGE0	Persons Age 0-17	Count
AGE18	Persons Age 18-24	Count
AGE25	Persons Age 25-34	Count
AGE35	Persons Age 35-44	Count
AGE45	Persons Age 45-54	Count
AGE55	Persons Age 55-64	Count
AGE65	Persons Age 65+	Count
AGE0_P	Percent of Persons Age 0-17	Percent
AGE18_P	Percent of Persons Age 18-24	Percent
AGE25_P	Percent of Persons Age 25-34	Percent
AGE35_P	Percent of Persons Age 35-44	Percent
AGE45_P	Percent of Persons Age 45-54	Percent
AGE55_P	Percent of Persons Age 55-64	Percent
AGE65_P	Percent of Persons Age 65+	Percent
BLACK_P	Percent of Persons — Black	Percent
CENSUS	Census division	1= New England 2= Mid-Atlantic 3= East North Central 4= West North Central 5= South Atlantic 6= East South Central 7= West South Central 8= Mountain 9= Pacific
FIPS	State and County Federal Information Processing Standards (FIP) code	
HISPAN_P	Percent of Persons — Hispanic	Percent
I0	Households with Income 0K – <10K	Count

I10	Households with Income 10K – <15K	Count
I15	Households with Income 15K – <25K	Count
I25	Households with Income 25K – <35K	Count
I35	Households with Income 35K – <50K	Count
I50	Households with Income 50K – <75K	Count
I75	Households with Income 75K+	Count
I0_P	% of Households Income 0K – <10K	Percent
I10_P	% of Households Income 10K – <15K	Percent
I15_P	% of Households Income 15K – <25K	Percent
I25_P	% of Households Income 25K – <35K	Percent
I35_P	% of Households Income 35K – <50K	Percent
I50_P	% of Households Income 50K – <75K	Percent
I75_P	% of Households Income 75K+	Percent
LISTEDHH	Listed Household	Count
MET CODE	Metropolitan Status Code	1= In the center city of an MSA (Metropolitan Statistical Area) 2= Outside center city of MSA inside county with a center city 3= Inside a suburban county of the MSA 4= In an MSA that has no center city 5= Not in an MSA
OWN_OC_P	Percent of Households Owner Occupied	Percent
STATE	State	
TOTALHH	Total Number of Households	Count
TZ	Time Zone	E= Eastern P= Pacific M= Mountain H= Hawaiian B= Bering for Alaska C= Central
WHITE_P	Percent of Persons — White	Percent

ADDITIONAL SAS FILE VARIABLES (for completed cases)

The interview date, time, and length of interview variables for completed cases will be included in the SAS data file.

INTM	Interview minutes for call
INTT	Cumulative interview minutes (includes time for call backs, refusals, etc.)
LDAT	Date Interview Completed
LTIM	Time Interview Completed
SUR_FORM	Indicates the survey version A or B
C_ADULTS	The number of adults listed on the roster
ACT_PHN	The total number of residential phone lines to the household

ZERO RECORD (DISPOSITION) FILE (for all cases)

CSID	Caseid
CDSP	The current CATI interim status code
FNL	This is a code that is assigned to only the FINAL status cases. This variable will remain blank unless a final status is applied. This variable will create a LST_ CDSP variable once FNL is applied. * Note, that when FNL is created it overwrites the CDSP with the FNL code.
LST_ CDSP	This is created when a FNL status is created. It shows the last interim status code before FNL was created.
TCNT	Number of Call Attempts
D9 a/b	See note in SAS codebook file above. These survey variables were added on June 15, 2000.
REF_LOQ	Location in Questionnaire where refusal given

CASEID MAP

The case id is an 8 digit id (for example 2-1-2-1-0353)

1 st Digit=	Wave	1=Wave 1 2=Wave 2 3=Wave 3
2 nd Digit=	Genesys Screen	1= Genesys 2= Genesys ID Plus
3 rd Digit=	Survey Version	1= A 2= B
4 th Digit=	Ans. Machine	0= Control Group 1= Experimental Group

5-8th Digits=

Consecutive Number

WEIGHTING VARIABLES

W_SAMPLE	Total sample sampling weight, inverse of the probability of selection
W_SAMP_A	Survey A sampling weight, inverse of the probability of selection
W_SAMP_B	Survey B sampling weight, inverse of the probability of selection
W_PERSON	Total sample nonresponse adjusted person weight, no poststratification adjustment
W_PER_A	Survey A nonresponse adjusted person weight, no poststratification adjustment
W_PER_B	Survey B nonresponse adjusted person weight, no poststratification adjustment
WEIGHT	Total sample analysis weight
WEIGHT_A	Survey A analysis weight
WEIGHT_B	Survey B analysis weight